



AJMER VIDYUT VITRAN NIGAM LIMITED

(Commercial Deptt.)

Corporate Identification Number (CIN)-U40109RJ2000SGC016482

Regd. Off. Vidyut Bhawan, Panchsheel Nagar, Makarwali Road, Ajmer-305004

Phone No. 0145-2644501, Fax-2644502 E-Mail:- cecomavvnl@gmail.com Website-www.avvnl.com

NO. AVVNL/ACE (HQ)/XEN-I /F./2017-18/D 3234 Ajmer Dated 29-12-17

The Secretary,
Rajasthan Electricity Regulatory Commission,
Vidyut Viniyamak Bhawan Sahkar Marg,
Near State Motor Garage, Jaipur.

Sub:- Regarding submission of Revised Half Yearly Report for the period of April-17 to Sept-17 on Standards Of Performance Regulations-2014 by the distribution licensee in the revised SoP-1 to SoP-5 formats.

In reference to above please find enclosed herewith the Revised Half Yearly Report for the period of April-17 to Sept-17 in the revised SoP-1 to SoP-5 formats alongwith soft copy for information and needful action please.

Encl:- As above.

(S.S. Mina)

29.12.17
Addl. Chief Engineer (Comml.)
AVVNL Ajmer

EstablishmentofCall-Centres

NameofLicensee:-AjmerDiscom

SOP-1
For the 1st Half Yearly of FY 2017-18

S.No	Name Of Circle	Total No.of Call Centres to be established	No. of Call Centres previously established	No. of Call Centres established during the period	Total No.of Call Centres established	Call centres yet to be established	No.of conumers connected with call centres	Total No.of consumers in the area
1	AJMER (ACC)	1	One centralised Call Center establised at Ajmer which receives complaints from consumer of all the circle. Toll Free No. 1800-180-6565	0	One centralised Call Center establised at Ajmer which receives complaints from consumer of all the circle. Toll Free No. 1800-180-6565	0	216126	216126
2	AJMER (ADC)			0		0	346812	346812
3	BHILWARA			0		0	461872	461872
4	CHITTORGARH			0		0	300201	300201
5	UDAIPUR			0		0	530842	530842
6	BANSWARA			0		0	211983	211983
7	NAGPUR			0		0	537442	537442
8	SIKAR			0		0	530379	530379
9	JHUNJHUNU			0		0	430737	430737
10	RAJASAMAND			0		0	247013	247013
11	DUNGARPUR			0		0	229320	229320
12	PRATAPGARH			0		0	137660	137660
	Total	1	0	0	0	0	4180387	4180387

Redressal of Consumer Complaints

Name of Licensee- Ajmer Discom

SOP-2

For the 1st Half Yearly of FY 2017-18

A.ConsumerSatisfaction

S. No	Ref no. of Sch.-1	SOP Parameters	Complaints brought forward	Received during period	Total complaints	Redressed in time	Redressal in (%)	Redressed beyond time	Total complaints redressed	complaints pending	Total Redressal (%)	Target fixed
1	2	3	4	5	6	7	8	9	10	11	12	13
1	1.1	NO current complaint	34	66727	66761	61104	91.53	5420	66524	237	99.65	95%
2	1.2	Overhead Line/Cable breakdowns	23	4940	4963	4820	97.12	102	4922	41	99.17	90%
3	1.3	Under ground cable break down	10	447	457	451	98.69	0	451	6	98.69	90%
4	1.4	Transformer Failure	15	14499	14514	14431	99.43	83	14514	0	100.00	90%
5	1.5	Scheduled outage	2	421	423	414	97.87	9	423	0	100.00	90%
6	2.1	Voltage variation	2	961	963	935	97.09	24	959	4	99.58	90%
7	3.1	Testing of meter	12	3775	3787	3685	97.31	80	3765	22	99.42	90%
8	3.2	Replacement of stopped/defective Meter	1380	71551	72931	70468	96.62	2436	72904	27	99.96	90%
9	3.2	NO current complaint due to Meter	12	14636	14648	14541	99.27	96	14637	11	99.92	90%
10	4.1	Demand note	1	26178	26179	25939	99.08	236	26175	4	99.98	90%
11	4.2	shifting of meter	2	588	590	560	94.92	25	585	5	99.15	90%
12	4.3	shifting of service line	4	430	434	414	95.39	15	429	5	98.85	90%
13	5.1	Release of new connection/additional power	24	33945	33969	33015	97.19	930	33945	24	99.93	90%
14	6.1	Transfer of ownership or change in category	3	311	314	310	98.73	2	312	2	99.36	90%
15	7.1	Billing complaint resolution	22	18134	18156	17812	98.11	316	18128	28	99.85	95%
16	8.1	Disconnection of supply	7	5099	5106	4989	97.71	0	4989	117	97.71	90%
17	8.2	Issue of no dues certificate	1	69	70	69	98.57	1	70	0	100.00	95%
18	9.1	Restoration of DC consumers	11	14835	14846	14761	99.43	67	14828	18	99.88	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	21	386	407	388	95.33	9	397	10	97.54	90%
		Total	1586	277932	279518	269106	96.28	9851	278957	561	99.80	

B.SystemReliability

S.No	Ref no. of Sch.-1	SOP Parameters	Actual achievement (%)	Target fixed
1	3.2	Correct meters to the total number of meters installed	91.85%	90%
2	3.3	Transformers in working condition to the total number of transformer connected in service 1. Distribution Transformers	97.80%	90%
		2. Power Transformers	98.22%	90%

DetailsofCompensationpaid

SOP-3

NameofLicensee:-AjmerDiscom

For the Ist Half Yearly of FY 2017-18

S.No.	Name of Circle	Total No.of consumers in the area	No. of Complaints received during the period	Compensation Complaints lodged		Compensation Paid	
				No. of Consumers	Amount (Rs)	No. of Consumers	Amout (Rs)
1	AJMER (ACC)	216126	25968	0	0	0	0
2	AJMER (ADC)	346812	9478	0	0	0	0
3	BHILWARA	461872	762	0	0	0	0
4	CHITTORGARH	300201	143	0	0	0	0
5	UDAIPUR	530842	22155	0	0	0	0
6	BANSWARA	211983	1334	0	0	0	0
7	NAGPUR	537442	53631	0	0	0	0
8	SIKAR	530379	36745	0	0	0	0
9	JHUNJHUNU	430737	95124	0	0	0	0
10	RAJASAMAND	247013	5691	0	0	0	0
11	DUNGARPUR	229320	20541	0	0	0	0
12	PRATAPGARH	137660	6360	0	0	0	0
	Total	4180387	277932	0	0	0	0

ReliabilityIndices
SystemAverageinterruptionFrequencyIndex(SAIFI)

SOP-4

For the 1st Half Yearly of FY 2017-18

NameofLicensee:-AjmerDiscom

S.No.	Name of Circle	Total number of consumers served (1)	Total number of sustained interruptions to consumers (2)	SAIFI= (2) / (1) (Number of interruptions/ consumer)	Target specified by the Commission
1	AJMER (ACC)	216126	891966	4.13	
2	AJMER (ADC)	346812	8017787	23.12	
3	BHILWARA	461872	2387762	5.17	
4	CHITTORGARH	300201	3377168	11.25	
5	UDAIPUR	530842	5768228	10.87	
6	BANSWARA	211983	346608	1.64	
7	NAGPUR	537442	2295423	4.27	
8	SIKAR	530379	11428770	21.55	
9	JHUNJHUNU	430737	5935003	13.78	
10	RAJASAMAND	247013	2052564	8.31	
11	DUNGARPUR	229320	2587810	11.28	
12	PRATAPGARH	137660	1093608	7.94	
	Total	4180387	46182697	11.05	

Reliability Indices
SystemAverageinterruptionDurationIndex(SAIDI)

SOP-5

NameofLicensee:-AjmerDiscom

For the 1st Half Yearly of FY 2017-18

S.No.	Name of Circle	Total number of consumers served (1)	Total minutes of sustained interruptions to consumers (2)	SAIDI= (2) / (1) (Minutes/ consumer)	Target specified by the Commission
1	AJMER (ACC)	216126	16541300	76.54	
2	AJMER (ADC)	346812	245380530	707.53	
3	BHILWARA	461872	34324073	74.32	
4	CHITTORGARH	300201	47478330	158.16	
5	UDAIPUR	530842	56007246	105.51	
6	BANSWARA	211983	2027094	9.56	
7	NAGPUR	537442	68367925	127.21	
8	SIKAR	530379	292836889	552.13	
9	JHUNJHUNU	430737	59097935	137.20	
10	RAJASAMAND	247013	22653373	91.71	
11	DUNGARPUR	229320	27263934	118.89	
12	PRATAPGARH	137660	65616480	476.66	
	Total	4180387	937595109	224.28	